

TRICARE Prime Remote (TPR)

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TRICARE Prime Remote

- ◆ *Background*
- ◆ *Active Duty Service Member Program*
- ◆ *Region 11 specifics to new program*
- ◆ *Conclusion*



Keeping the Promise of TRICARE Prime

Region 11

TRICARE Prime Remote

GSU Demonstration Program:

May 1996 to October 1999

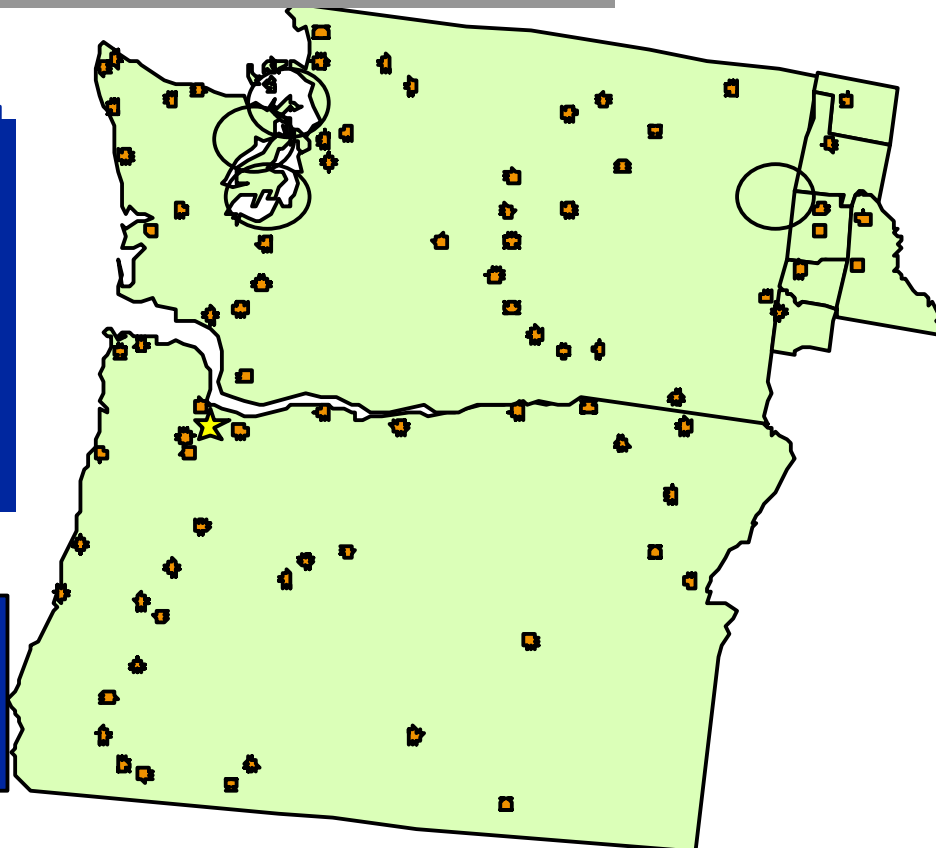
TPR Units Identified (2/00): 499

Enrollment as of February 2000:

<u>TPR:</u>	<u>Non-MTF</u>
ADSM: 2,689	ADFM: 9,336
ADFM: 4,083	All other: 13,238

Circles represent a 40 mile catchment area around military treatment facilities (MTFs).

*Does not represent all TPR areas.



Background

- ◆ Region 11 selected as initial demonstration site for *GSU Demonstration Program* (Began May 1996)
- ◆ TPR National implemented 01 October 99
- ◆ Layover to GSU Contract
- ◆ GOAL: Provide Prime benefit to service members and their families in remote areas



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Region 11 Background

- ◆ August 1995, DoD and HA initiated development of concept to offer TRICARE Prime to all active duty and their family members, regardless of assignment location
- ◆ Region 11, initially, only demonstration site for TRICARE Prime Remote Program for GSUs
- ◆ Implemented in three phases beginning May 1996, final phase implemented July 1, 1996



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Legislative Background

(for TPR National Program)

◆ Section 731 (*FY00*)

➤ *Active Duty Service Members*

*“Must live **and** work more than 50 miles from an MTF”*

◆ Section 712 (*FY01*)

➤ *Active Duty Families*

“Submit a plan that provides alternative for families in remote site with no networks”

New Acronyms

MMSO - Military Medical Support Office

- ◆ Joint Service Medical Office comprised of USA, USAF, USN, USCG and NG representatives at Naval Station Great Lakes, IL

SPOC - Service Point of Contact

- ◆ Service specific representative assigned to MMSO
- ◆ Review Specialty/Dental request; make “Fitness for Duty” determinations



1-888-MHS-MMSO

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Regional Program Changes

- ◆ MCSC maintain networks established under GSU program
- ◆ MMSO now SPOC for specialty referrals
- ◆ Dental care part of package - Active duty only
- ◆ New Units, no network: Only ADSM eligible to enroll into program. ADFM use available TRICARE options
- ◆ Dual eligibility requirements to enroll into program

Family Members and TPR

As of 01 October 1999: Active duty family members accompanying active duty members to remote areas, where **no network is established**, can only utilize TRICARE Standard and TRICARE Extra (where available) options.

In areas with an **existing network**, ADFMs may enroll in TRICARE Prime.



Active Duty Program

Eligibility (see notes)

- ◆ Includes Reserve/NG on orders to Active Duty for *greater than 30 days*
- ◆ Must reside and work 40 miles from a major MTF, 20 miles from a military clinic
- ◆ Driving time is greater than one hour to PCM

- ◆ Waivers are granted by ZIP CODE, vice individual
- ◆ Enrollment for members who live in one region, work in another: Based on where member works. Coordinated between Regions

Enrollment

ADSM Enrollment is mandatory

- ◆ Regional enrollment form is completed

- Available on the web or from a TRICARE Service Center (TSC)

- Enrollment form can be completed by member or Command



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- Completed Enrollment form is mailed to Regional address
- Regional office verifies eligibility by DEERS
- Active date in TPR program is date received at the Regional address.

System "Hiccups"

- ☠ DEERS is inaccurate
- ☠ Members put address of parent command on form vice actual location of work site
- ☠ NG/Reserve: DEERS system does not reflect change in status to active duty

**DEERS CORRECTIONS TAKE 24-72
HOURS TO REFLECT IN SYSTEM**

Getting Health Care

◆ Select a Provider

➤ Two Options:

- (1) Choose a network PCM, if panel permits
- (2) No network provider, select any TRICARE authorized primary care provider

Example: Family Practice, Internal Medicine, General Medicine

The ADSM must still enroll into TPR even if a network has not been established in their area



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Specialty Care

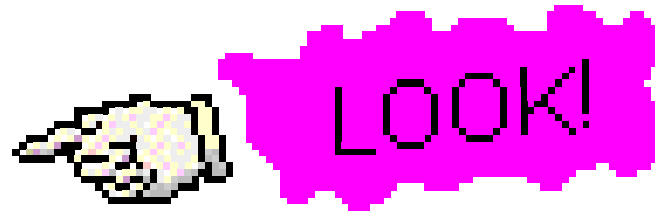
- ◆ Must be referred from your Primary Care Manager
- ◆ Coordinate through Health Care Finder
- ◆ If referred by a non-network, participating provider, contact HCF at 1-800 number for assistance in obtaining a **PRE-AUTHORIZATION** number and coordination of care

- ALL referrals are screened for
FITNESS FOR DUTY
- ADSM may be mandated to have
specialty evaluation done at the closest
MTF



Medical Care requiring Pre-Authorization

- ◆ Specialty Care
- ◆ Routine Maternity Care
- ◆ Physical therapy
- ◆ Mental Health services
- ◆ Family Counseling
- ◆ Smoking cessation programs



Health Care While Traveling

EMERGENT:

Covered.

Go to closest Emergency Room

Call 911

You or a family member notify your Command or 1-800# as soon as possible



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“Routine” Care: Should wait until you return/arrive at your duty station

→ **Will not be paid for without pre-authorization from PCM (HCF after hours) or MMSO**



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Claims

◆ Network/Participating Providers:

- Will file claim

◆ Non-Participating Providers:

- ADSM may have to file
- Will be fully reimbursed. KEEP all receipts/documentation!

- ◆ Submit DD2642 (CHAMPUS claim form with all documentation of visit. (Bill, payment receipt, etc) **Only for claims not paid for out of pocket.**
- ◆ WPS/Madison is claims processor
- ◆ Form available on TRICARE web site
(See “Resources” slide)
- ◆ If paid “out of pocket” medical costs, complete DD2642 with office visit and receipts.
Submit to WPS/Madison for processing.
Located on MMSO Web Page.

Dental Care

➤ Routine Dental Care

➤ No pre-authorization necessary

➤ Routine Care (Under \$500):

✧ Exam

✧ X-rays

✧ Cleanings

✧ Temporary or permanent fillings

✧ Extractions



- ◆ Care over \$500/visit or \$1500/year
pre-authorized by MMSO
- ◆ Extensive dental services may be referred to
Dental Treatment Facility

Dental Claim

All Dental Claims are submitted to MMSO:

Military Medical Support Office

ATTN: Dental Claims

PO Box 886999

Great Lakes, IL 60088-6999

Questions: 1-888-MHS-MMSO



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If Member submits:

- ◆ Complete Dental Claim. Located on MMSO Web Page
- ◆ Attach bill
- ◆ Send to MMSO

If Member pays for dental visit out of pocket:

- ◆ Complete SF 1164
- ◆ Attach copies of dental visit, receipts, etc.

Questions: 1-888-MHS-MMSO



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Service Member Responsibilities

- ◆ **Enroll into TPR**
- ◆ **Ensure DEERS is updated and accurate**
- ◆ **Use PCM/Primary Care Provider for routine healthcare**
- ◆ **Seek specialty care only when referred**



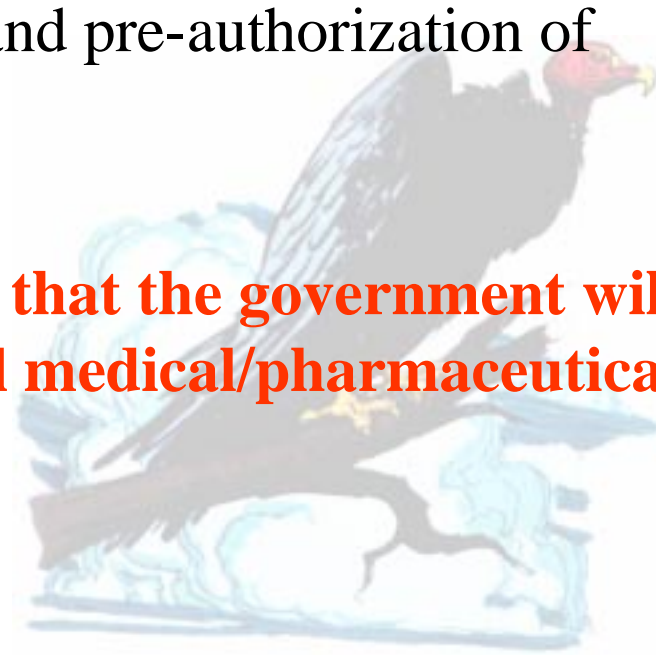
Keeping the Promise of TRICARE Prime

- ◆ **Maintain Dental Readiness (C-1)**
- ◆ **Ensure copies are provided for Military Medical/Dental Records**
- ◆ **Keep Command informed of Fitness for Duty issues**
- ◆ **KNOW YOUR HEALTH BENEFIT PROGRAM**

Unauthorized Medical Care

- ◆ Eligible uniformed personnel may **not** be reimbursed for unauthorized/experimental medical/pharmaceutical care.
- ◆ If Medical Care is **NOT EMERGENT**, always contact your PCM. For after hours: MMSO or Regional HCF for direction and pre-authorization of care.

It is UNWISE to PRESUME that the government will automatically take care of all medical/pharmaceutical claims.



Resources

TRICARE Management Activity

<http://www.tricare.osd.mil>

TRICARE Northwest Lead Agent Home Page

<http://tricarenw.mamc.amedd.army.mil>

Foundation Federal Health Services (FHFS)

<http://www.fhfs.com>

Military Medical Service Organization

<http://navymedicine.med.navy.mil/mmso/>



TPR Program POC

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